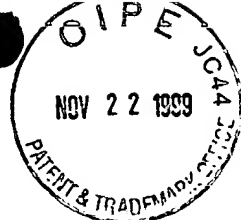


02950.P015



PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:

Richard Ney, et al.

Serial No.: 09/379,385

Filed August 23, 1999

For: METHOD AND PROCESS FOR
ACCUMULATING AND SUMMARIZING
DATA FOR DEFINING TIME INTERVALS
WITHIN A CUSTOMER INTERACTION
SYSTEM

Examiner: Not yet assigned

Art Unit: 2761

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail with sufficient postage in an envelope addressed to the Assistant Commissioner for Patents, Washington, D.C. 20231

on November 18, 1999
Date of Deposit

Bundy Vayreth
Name of Person Mailing Correspondence
Bundy Vayreth
Signature
11-18-99
Date

Assistant Commissioner for Patents
Washington, D.C. 20231

PETITION FOR EXTENSION OF TIME
PURSUANT TO 37 C.F.R. § 1.136 (a)

Sir:

Applicant respectfully requests a ONE-month extension of time to file the response to Notice of Missing Parts mailed September 7, 1999. The extended period expires on December 7, 1999.

A check in the amount of \$110.00 is enclosed to cover the fee for a one-month extension of time. If any additional fee is required, please charge Deposit Account No. 02-2666. A duplicate of this Petition is enclosed for deposit account charging purposes.

Respectfully submitted,

BLAKELY, SOKOLOFF, TAYLOR & ZAFMAN

Dated: 11/18/1999

André L. Marais
Under 37 CFR § 10.9(b)

12400 Wilshire Blvd.
Seventh Floor
Los Angeles, CA 90025-1026
(408) 720-8598

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